

# Newton Free Library

City of Newton Performance Management  
October 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has gone up since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Provide patrons with up-to-date and relevant collections and resources</b>					
		Main Library circulation	140,475	131,374	9,101
<b>2. Provide enhanced access to library resources and services</b>					
		Percentage of circulation using Express Lane checkout	23	25	2
		% of time 14 sign up computers are in use	42	43	1
<b>3. Serve as curator and partner in the pursuit of information, entertainment and culture.</b>					
		Total visitors to the library	61,183	57,878	3,305
		Total programs	115	135	20
		Total patrons attending programs	3,023	3,100	77
		% of children's program attendees completely satisfied according to survey	100	95	5

## Notes